

**CHARTER FIBERLINK  
SC-CCO, LLC**

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October 4, 2010

**FILED ELECTRONICALLY**

Mr. Charles Terreni, Chief Clerk  
Public Service Commission of South Carolina  
Synergy Business Park  
101 Executive Center Drive  
Columbia, South Carolina 29210

RE: Charter Fiberlink SC-CCO, LLC Revised Tariff Filing

Dear Mr. Terreni:

Attached please find electronic tariff revisions filed to Charter Fiberlink SC-CCO, LLC's ("Charter") Tariff(s) No. 3. The following tariff pages listed below carry an effective date of October 5, 2010:

32<sup>nd</sup> Revised Page 2  
3<sup>rd</sup> Revised Page 41  
8<sup>th</sup> Revised Page 49

Original Page 30.1.2  
3<sup>rd</sup> Revised Page 48.1

4<sup>th</sup> Revised Page 40  
1<sup>st</sup> Revised Page 48.2

In this filing, Charter is adding a new minutes package for residential customers and is also updating language within the tariff.

Questions regarding this filing may be directed to me at 314 288-3259 or to Larry Bowman at 314 543-5855.

Sincerely,



Betty Sanders



**Charter Fiberlink SC-CCO, LLC  
Local Exchange Services Tariff**

**SC PSC TARIFF No. 3**  
32<sup>nd</sup> Revised Page 2  
Replaces 31<sup>st</sup> Revised Page 2

**Check Sheet**

The pages listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective page(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date indicated below.

Page	Revision	Page	Revision
1	Original	31	7 <sup>th</sup> Revised
2	32 <sup>nd</sup> Revised*	31.1	Original
3	3 <sup>rd</sup> Revised	32	4 <sup>th</sup> Revised
3.1	Original	33	9 <sup>th</sup> Revised
4	1 <sup>st</sup> Revised	33.1	5 <sup>th</sup> Revised
5	Original	34	9 <sup>th</sup> Revised
6	Original	35	3 <sup>rd</sup> Revised
7	1 <sup>st</sup> Revised	35.1	4 <sup>th</sup> Revised
8	2 <sup>nd</sup> Revised	35.2	1 <sup>st</sup> Revised
9	Original	36	3 <sup>rd</sup> Revised
10	3 <sup>rd</sup> Revised	37	4 <sup>th</sup> Revised
11	3 <sup>rd</sup> Revised	37.1	1 <sup>st</sup> Revised
12	4 <sup>th</sup> Revised	38	4 <sup>th</sup> Revised
13	2 <sup>nd</sup> Revised	39	5 <sup>th</sup> Revised
14	Original	40	4 <sup>th</sup> Revised*
15	Original	41	3 <sup>rd</sup> Revised*
16	Original	42	2 <sup>nd</sup> Revised
16.1	Original	42.1	1 <sup>st</sup> Revised
16.2	Original	43	2 <sup>nd</sup> Revised
17	1 <sup>st</sup> Revised	44	4 <sup>th</sup> Revised
18	1 <sup>st</sup> Revised	44.1	1 <sup>st</sup> Revised
19	3 <sup>rd</sup> Revised	45	2 <sup>nd</sup> Revised
20	3 <sup>rd</sup> Revised	46	7 <sup>th</sup> Revised
21	Original	46.1	Original
22	2 <sup>nd</sup> Revised	46.2	Original
22.1	4 <sup>th</sup> Revised	47	4 <sup>th</sup> Revised
23	4 <sup>th</sup> Revised	47.1	Original
24	Original	48	1 <sup>st</sup> Revised
25	Original	48.1	3 <sup>rd</sup> Revised*
26	Original	48.2	1 <sup>st</sup> Revised*
27	1 <sup>st</sup> Revised	49	8 <sup>th</sup> Revised*
28	2 <sup>nd</sup> Revised	50	14 <sup>th</sup> Revised
29	5 <sup>th</sup> Revised	51	2 <sup>nd</sup> Revised
30	10 <sup>th</sup> Revised	52	4 <sup>th</sup> Revised
30.1	2 <sup>nd</sup> Revised	52.1	Original
30.1.1	2 <sup>nd</sup> Revised	53	9 <sup>th</sup> Revised
30.1.2	Original*	53.1	2 <sup>nd</sup> Revised
30.2	3 <sup>rd</sup> Revised	54	1 <sup>st</sup> Revised
30.3	1 <sup>st</sup> Revised	54.1	1 <sup>st</sup> Revised
30.4	1 <sup>st</sup> Revised	55	Original

\*New/Revised this filing

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Effective Date: October 5, 2010



**4.2 Service Packages (cont'd)**

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**A. Long Distance Packages with Unlimited Minutes (cont'd)**

**Charter Duo**

**Maximum Charge**  
**\$60.00 per month**

This package includes Basic Local Service, Anonymous Call Rejection, Call Forward-Selective, Call Forward-Variable, Call Screening, Call Waiting/Cancel Call Waiting, Caller ID, Call Waiting with Caller ID, Custom Ring, Selective Call Acceptance, and Unlimited intrastate and interstate Long Distance calling at a discounted monthly charge. Interstate calls include calls within the continental United States, Alaska, Hawaii, Canada and Puerto Rico. Intrastate calls includes IntraLATA/local toll and interLATA calls.

A Charter Duo package customer must also subscribe to a Charter High Speed Internet Service as offered by the Company. No feature substitution is allowed. Additional features may be purchased at the individual rates.

(N)



### 5.3. Rights of Customer

Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within thirty (30) days after the new service is initiated. This does not relieve the customer from payment for per use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the customer canceled.

The Telephone Company shall be in default if one (1) or more of the following Occur and the Telephone Company fails to remedy each noncompliance or Occurrence within thirty (30) days of receipt of written notice from Customer:

1. The Telephone Company fails to comply with the terms of this Tariff or individual contract and/or any or all of the applicable service orders;
2. The Telephone Company files or initiates proceedings or has proceedings filed or initiated against it, seeking liquidation, reorganization or other relief,
3. or proceedings not dismissed within sixty (60) days.

If termination is due to noncompliance by the Telephone Company, the Telephone Company shall reimburse the Customer for any pre-paid, unused monthly service charges attributed to such terminated service. In addition, if termination is due to noncompliance by the Telephone Company within one (1) year of the applicable turn-up (installation) date, the Telephone Company shall pay a termination charge, charges equal to a portion of any one time charge has been paid by the Customer to the Telephone Company relative to the services covered by the terminated service order and/or individual contract.

#### Money Back Guarantee

Upon customer dissatisfaction and disconnection of service, and at the customer's request, the Telephone Company will provide a refund/credit for any initial standard installation charge and one monthly recurring charge, applicable to Charter Business telephone services, under the following conditions:

1. New Charter Business telephone customers qualify to have all levels of telephone services refunded for one month's charges.
2. Current Charter Business telephone customers adding a new level/upgrade of service qualify to receive a credit for one month's charges on the newly added services only.
3. Voice Trunk, Bulk Accounts, Multi-Dwelling Unit Accounts and National Accounts are not eligible for this offer.
4. The maximum refund allowable is \$500 per account.

This refund/credit is valid for customers who pay the first month's charges for the new or upgraded service and is limited to one refund/credit per customer account. The customer must disconnect the service and request a refund/credit within 45 days of service installation.

Taxes, surcharges, and any other fees or charges that may apply will not be credited or refunded. This guarantee does not apply to per unit long distance charges (domestic or international) incurred beyond that provided for in the monthly recurring charge. Services purchased on a pay per use basis (i.e. Directory Assistance, Operator Services, etc.) are not eligible for this program.

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#### **5.4. Exchange Service**

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Telephone Company will provide local exchange service via Telephone Company's facilities to business customers within its local service areas. Local exchange service includes the following:

Basic Local Touchtone Service  
E911 Emergency Service  
One white and/or blue\* page directory listing per account  
One yellow page directory listing per account  
Access to Operator Services  
Access to Directory Assistance  
Access to Customer Service and Repair Services  
Access to Line Intercept Services  
Access to services for the physically impaired  
Free unlimited local calling within the local exchange area of the end user  
Free standard intercept service for thirty (30) days

(M)

#### **5.5. Local Exchange Service Areas**

The Telephone Company will provide local exchange service to business customers in the same exchanges as residential customers where technically feasible and available. The local calling area for the above exchanges will be the same for business customers as residential customers. The local calling area for the above exchanges can be found in Section 2 of this tariff.

#### **5.6. Application of Business Service**

Business Services apply at the following locations:

1. In offices, stores, factories and all other places of a strictly business nature
2. In offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private or parochial schools or colleges, hospitals, libraries, churches and other similar institutions, except churches and boarding houses as specified below.

At residence locations when use of the service either by the customer, members or his household, his guests or parties calling him can be considered as more of a business than of a residence nature, which might be indicated via advertising, business cards, newspapers, handbills, circular, etc.

3. At residence locations, where the service or an extension line is located in a shop, office or other place of business
4. In college fraternity houses where the members lodge within the premises
5. Any location where the listing of service at that location indicates a business, trade or profession.

\*Blue page directory listings are available for government entities, schools and libraries.

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### 5.7.5. Packages (Cont'd.)

#### Feature Package(s) (Cont'd.)

**Solution Package** is an optional feature package, including Anonymous Call Rejection, Caller ID, Call Waiting/Cancel Call Waiting, Call Waiting/Caller ID, Call Forwarding - Selective, Call Forwarding - Variable, Call Return\*\*\*, Call Screening, Call Transfer\*, Repeat Dialing\*\*\*, Selective Call Acceptance, Speed Dial 30 and Three-Way Calling. This package may be combined with any business line.

	<u>Month-To-Month Maximum Charge</u>	<u>12 Months Maximum Charge</u>	<u>24 Months Maximum Charge</u>	<u>36 Months or Longer Maximum Charge</u>	(T)
Business Line	\$20.99	\$18.99	\$16.99	\$15.99	(T)
**Additional Line	\$18.99	\$15.99	\$12.99	\$11.99	

**Solution Plus Package** is an optional feature package, including Anonymous Call Rejection, Caller ID, Call Forwarding- Selective, Call Forwarding - Variable, Call Return\*\*\*, Call Screening, Call Transfer\* Repeat Dialing\*\*\*, Selective Call Acceptance, Speed Dial 30, Three-Way Calling and Hunting. This package may be combined with any business line.

	<u>Month-To-Month Maximum Charge</u>	<u>12 Months Maximum Charge</u>	<u>24 Months Maximum Charge</u>	<u>36 Months or Longer Maximum Charge</u>	(T)
Business Line	\$20.99	\$18.99	\$16.99	\$15.99	(T)
**Additional Line	\$18.99	\$15.99	\$12.99	\$11.99	

**Select Package** is an optional feature package, including Hunting and Caller ID. The monthly recurring charge is \$5.00

\*Available where technically feasible.

\*\*As of 4/16/07 this service will be unavailable to customers who don't currently subscribe.

Existing customers who currently subscribe to this service will be "grandfathered" and allowed to retain this service until:

1. the service is discontinued and/or moved at the customer's request;
2. non-pay disconnection of telephone service; or
3. Customer is notified by the Telephone Company that the "grandfathered" service has been discontinued.

\*\*\*This feature may not be compatible with hunting.

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**5.7.5. Packages (cont'd)**

**Charter Business Bundle®**

The following bundles consist of regulated and non-regulated services (e.g. Charter Business® Video and Internet is not under regulation by the Commission). Regulated services are offered as described in this tariff. The discounts shown are based on actual purchase and continuation of the bundle throughout the specified time period. No feature or product substitutions are allowed.

(T)  
(T)

**Charter Business Bundle® - regulated service and one non-regulated service**

(T)

The customer must purchase the regulated service shown and either Charter Business® Video or Charter Business® Internet Plus to qualify for the following rates. Customer's discontinuance of the non-regulated service will result in a conversion to the current "non-discounted" rate.

(T)  
(T)

	Month to Month	12 Month Contract	24 Month Contract	36 Month Or Longer Contract
Business Line	\$24.30	\$22.09	\$20.98	\$19.88
Solution Package	\$17.67	\$15.46	\$14.35	\$13.25
Solution Plus Package	\$17.67	\$15.46	\$14.35	\$13.25
Select Package	\$5.53	\$5.53	\$5.53	\$5.53

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**Charter Business Bundle® - regulated service and two non-regulated services**

(T)

The customer must purchase the regulated service shown and both Charter Business® Video and Charter Business® Internet Plus to qualify for the following rates. Customer's discontinuance of the non-regulated service will result in a conversion to the current rate for the remaining services.

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	Month to Month	12 Month Contract	24 Month Contract	36 Month Or Longer Contract
Business Line	\$22.87	\$20.79	\$19.75	\$18.71
Solution Package	\$16.63	\$14.55	\$13.51	\$12.47
Solution Plus Package	\$16.63	\$14.55	\$13.51	\$12.47
Select Package	\$5.20	\$5.20	\$5.20	\$5.20

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**Appendix A – Current Price List for Residential Services**

<u>Section</u>	<u>Service Description</u>	<u>Monthly Charge</u>	<u>Non-Recurring Charge</u>
<b>4.</b>	<b>BASIC LOCAL EXCHANGE SERVICE</b>		
4.1	Additional Line	\$ 8.99	
4.2	<b>Basic Local Service with Long Distance Packages</b>		
	-Unlimited Minutes	\$ 44.99	
	-Unlimited Minutes with Double Pak	\$ 39.99	
	-Unlimited Minutes with Triple Pak	\$ 34.99	
	-Unlimited Minutes with Double Pak or Triple Pak Price Guarantee	\$ 29.99	
	-Basic Unlimited Minutes - Additional Lines	\$ 23.99	
	-Charter Duo	\$ 30.00	
	-Unlimited In State Calling – Standalone	\$ 34.99	
	-Unlimited In State Calling – Double Play	\$ 29.99	
	-Unlimited In State Calling – Triple Play	\$ 24.99	
	-Unlimited In State Calling – Additional Lines	\$ 14.99	
	-Local Plus Package		
	-Local Plus Package Activation		\$30.00
	-Local Plus Package	\$ 14.99	
	-Local Plus Intrastate Long Distance	\$ .10 per minute	
	-Optional Five Feature Package	\$ 5.00	
4.3	<b>Custom Calling Features</b>		
	Anonymous Call Rejection*		
	Call Forwarding		
	- Busy Line	\$ 2.75	
	- No Answer	\$ 2.75	
	- Selective*	\$ 2.75	
	- Variable*	\$ 2.75	
	*Call Return*	\$ 3.25	
	Call Screening*	\$ 4.00	
	Call Trace		\$ 20.00 per use
	Call Waiting/Cancel Call Waiting*	\$ 7.25	
	Call Waiting/Caller ID*	NC	
	(Customer must subscribe to Call Waiting and Caller ID)		
	Caller ID*	\$ 6.75	
	Caller ID Blocking	NC	
	Custom Ring*	\$ 3.50	
	Distinctive Ring	\$ 3.50	
	Repeat Dialing*	\$ 1.75	

(N)

\* Please refer to Appendix B – Grandfathered Services for Residential Customers, Page 51.

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